

U.S. OFFICE OF PERSONNEL MANAGEMENT  
PHILADELPHIA SERVICE CENTER  
600 ARCH STREET  
PHILADELPHIA, PA 19106

ANNCT. NO. PH-PA-9-0234  
OPENS: November 30, 1998  
CLOSES: December 18, 1998

### **COMPETITIVE VACANCY ANNOUNCEMENT**

#### **MANAGEMENT ANALYST**

GS-343-09, Starting Salary: \$33,210 Per Year

GS-343-11, Starting Salary: \$40,182 Per Year

GS-343-12, Starting Salary: \$48,158 Per Year

Promotion Potential: GS-12

Number of Vacancies: Two

AT: DEPARTMENT OF EDUCATION

NEW YORK, NY

**NOTE: Requests for application materials must be Postmarked by the closing date: December 18, 1998. Completed application materials must be Received by December 28, 1998.**

**Special Conditions of Employment: Six to ten nights travel per month.**

#### **DUTIES**

This position performs a variety of duties related to providing customer service support to postsecondary institutions in the implementation and management of the William D. Ford Federal Direct Loan Program (DL Program). Facilitate schools' operation of the DL Program by responding to questions, conducting troubleshooting and monitoring resolution of problems. Conducts training, gives presentations, provides technical assistance to school personnel, analyzes MIS and other reports to determine participating schools' success in operating the DL Program and participates in a variety of projects and initiatives in support of the DL Program and other Title IV programs administered by the U. S. Department of Education.

#### **QUALIFICATION REQUIREMENTS**

##### **SELECTIVE FACTOR**

In order to be considered for this position, all applicants must meet the selective factor identified below in addition to meeting the qualification requirements for this occupation. Any applicants not meeting the selective factor will not be considered for this position.

1. Your background must demonstrate possession of the following

**Selective Placement Factor: Knowledge of Title IV program regulations, systems and administration. Be sure to provide evidence of your possession of the Selective Placement Factor in your written application materials to be found fully qualified.**

**IN ADDITION TO MEETING THE SELECTIVE FACTOR, YOU MUST MEET THE FOLLOWING:**

**FOR GS-09, YOU MUST MEET ONE OF THE FOLLOWING:**

A. Two full years of progressively higher level graduate education or master's or equivalent in a subject matter area that equipped the individual to perform management analysis related work. Examples of qualifying disciplines are Public Administration, Business Management, Quantitative Analysis or other fields of study that required the analysis of management processes.

**or**

B. One year of specialized experience equivalent to the GS-07 level that demonstrated knowledge of management analysis requirements and techniques related to Student Financial Assistance Programs. Assignments consist of several related tasks which required skill in applying analytical and evaluative techniques to the identification, consideration and resolution of issues or of problems of a procedural or factual nature. The assignments must have shown completion of the following or the equivalent:

- Analysis of the interrelationships of pertinent issues, facts, or components under study;
- Planning the sequence of actions necessary to accomplish the assignment; and
- Personal responsibility for at least a segment of the overall Student Financial Aid project.

**or**

A combination of graduate level education as described under letter A above in excess of one full year and specialized experience as described under letter B above which, when combined, are equivalent to 100% of the qualification requirements. To compute this, first determine your total qualifying experience as a percentage of the experience required under letter B above; second, determine your graduate education in excess of one full year as a percentage of the education required under A above; and then add the two percentages together. The total must equal at least 100 percent to qualify.

**For GS-11: You must meet one of the following:**

A. Completion of three full years of progressively higher level graduate education or Pd.D. or equivalent doctoral in a subject matter area that equipped the individual to perform management analysis related work. degree Examples of qualifying disciplines are Public Administration, Business Management, Quantitative Analysis or other fields of study that required the analysis of management processes.

**or**

B. One year of specialized experience equivalent to at least the GS-9 level in the Federal sector that involved analyzing the impact of pertinent laws, regulations and policies on Student Financial Assistance Programs; measuring program efficiency and productivity using qualitative and quantitative techniques; developing new procedures and approaches to resolve problems and recommend solutions.

**or**

C. A combination of graduate level education as described under letter A above in excess of two full years and specialized experience as described under letter B above which, when combined, are equivalent to 100% of the qualification requirements. To compute this, first determine your total qualifying work experience as a percentage of the experience required under letter B above; second, determine your graduate education in excess of two full years as a percentage of the education required under A above; and then add the two percentages together. The total must equal at least 100 percent to qualify.

**For GS-12: You must meet the following criteria:**

One year of specialized experience equivalent to at least the GS-11 level in the Federal sector that involved analyzing the impact of national trends, laws, regulations and policies on multiple Student Financial Assistance Programs (SFAP) or operational areas; measuring program efficiency and productivity using qualitative and quantitative techniques; developing new and innovative procedures and approaches to resolve significant problems and making recommending to management that have long reaching effects on the future direction of the program or area.

**There is no education substitute at the GS-12 level.**

**Foreign Education:**

Education completed in foreign colleges or universities may be used to meet the qualification requirements if you can show that the foreign education is comparable to that received in an accredited educational institution in the United States. It is your responsibility to provide such evidence when applying.

#### **PART-TIME OR UNPAID EXPERIENCE**

Credit will be given for all appropriate qualifying experience regardless of whether compensation was received or whether the experience was gained in a part-time or full-time occupation. Full-time work is generally considered to be 35 to 40 hours of work per week. Part-time experience will be credited on the basis of time actually spent in appropriate activities. Applicants wishing to receive credit for such experience must indicate clearly the nature of their duties and responsibilities in each position and the number of hours a week spent in such employment.

#### **BASIS OF RATING**

Your rating will be based on your experience, education and training. You must use the Form C to record your answers to the questions contained in the Supplemental Qualifications Statement (S.Q.S.). The Form C will be scanned by a computer, which makes the necessary calculations to determine your rating. Your qualifications will be evaluated on the basis of your level of knowledge, skills, abilities and/or competencies in the following areas.

1. Ability to research and evaluate problems, develop solutions and make sound recommendations.
2. Ability to communicate information, recommendations and procedures.
3. Skill in working with diverse groups with differing priorities.
4. Knowledge of Title IV program regulations, systems and administration.

#### **VETERANS PREFERENCE**

##### **- 5-Point Preference**

A 5-point preference is granted to veterans who entered the military service prior to October 15, 1976, or who served in a military action for which they received a Campaign Badge or Expeditionary Medal, including the award of the Armed Forces Expeditionary Medal for service in Bosnia during Operation Joint Endeavor, November 20, 1995 - December 20, 1996, and Operation

Joint Guard, December 20, 1996 - to be determined.

A 5-point preference is also granted to veterans who served on active duty during the Gulf War from August 2, 1990 through January 2, 1992. The law grants preference to anyone who is otherwise eligible and who served on active duty during this period regardless of where the person served or for how long. "Otherwise eligible" means that the person must have been released from the service under honorable conditions and must have served a minimum of two years on active duty, or if a Reservist, must have served the full period for which called to active duty.

If you are claiming a 5-point veterans preference you must provide a DD-214, Certificate of Release or Discharge from Active Duty, or other proof of entitlement.

#### **- 10-Point Preference**

You may be entitled to a 10-point veteran preference if you are a disabled veteran; you have received Purple Heart; you are the spouse or mother of a 100% disabled veteran; or, you are the widow, widower, or mother of a deceased veteran. If you are claiming 10-point veteran preference, you will need to submit an SF-15, Application for 10-point Veteran Preference, plus the proof required by that form.

You must clearly identify your claim for veterans preference on your application.

#### **OTHER CONDITIONS OF EMPLOYMENT**

1. Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.
2. As a condition of employment, male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

#### **HOW TO APPLY**

1. Mail to the Philadelphia Service Center a resume, **OR** an Optional Application for Federal Employment (OF 612), **OR** any other written application form you choose which specifically

describes your qualifications for the position. Consult the pamphlet titled "Applying for a Federal Job" (OF 510) for details about certain information that **MUST** be contained in your resume or application. If your resume or application does not provide all of the required information, you may lose consideration for the position.

OR

Submit your resume from our WEB Site at <http://www.usajobs.opm.gov>. To do so, you must first search current job openings to locate this job record, then click on the link to our on-line Resume Builder. In addition, you must complete and submit (via mail or electronically) the additional materials discussed below in order to be considered for this position. This material must be received by August 31 and must reflect the announcement number for this position in order to ensure they are routed correctly.

2. Complete and mail a **Form C** according to the instructions in the Supplemental Qualifications Statement (SQS) for this position. **Submission of this form is mandatory unless you apply electronically. Only an original Form C will be accepted.** Please note that the Form C supplements your employment application and is not a substitute for your resume, OF-612, or other written application form that you submit. **Failure to submit a completed Form C will result in non-consideration for this position.**

OR

Submit your responses to the Supplemental Qualifications Statement (SQS) electronically from our Web Site at <http://www.usajobs.opm.gov>. To do so, you must already have a copy of the Vacancy Announcement and SQS. Select "On-Line Application", select "Complete On-Line Supplemental Qualifications Statement", scroll down to enter the six digit control number (i.e. PHXXXX), click on "Submit", and follow the instructions in the SQS to complete the rest of the items.

OR

Using a computer and a modem, dial into the Federal Job Opportunities Board (FJOB) at 912-757-3100. You must already have a copy of the Vacancy Announcement and SQS. Select

option 2(Conferences and System Functions); select option 1 (Conferences), select option 26 (Applications on-line), select 0 (OPM's Electronic Application), enter the OPM Control Number <PHXXXX> for this position, enter Y to the question "Do you wish to complete an application now?," and follow the instructions in the SQS to complete the rest of the items.

**Attention electronic filers:** After completing the "On-line Application", you will know if your electronic submission through the World Wide Web has been successful when you receive a "Thank You" message stating that your on-line application for this Control Number has been received. If you applied through the FJOB Computer Bulletin Board, you will receive a message indicating that you can receive a Notice of Applicant Response through that system's E-mail which you can then view or download. **If you do not receive such a message, please try again as this indicates that your responses have not been entered into the Office of Personnel Management data bank. Also, if you choose to submit an electronic Form C, you must do so before midnight Eastern Standard Time (EST) of the closing date. You must also submit your resume, OF-612, or other written application form by the filing deadline and include a notation that you filed an electronic Form C. Failure to notate on your resume, OF-612, or other written application form that you filed an electronic Form C will result in an ineligible rating.**

The following documents, if required, must be submitted by mail.  
Write the announcement number for this position on any documents you mail to us to ensure they are routed correctly.

3. Submit a copy of your college transcript with your application package, if qualifying based on education. An official college transcript will be required by the agency prior to selection.
4. DD-214 or other proof of entitlement, if claiming 5-point veterans preference OR SF-15 with required documentary proof, if claiming 10-point veterans preference.

**Send completed application material to:**

ATTN: PH-XX-X-XXXX  
U.S. OFFICE OF PERSONNEL MANAGEMENT  
PHILADELPHIA SERVICE CENTER  
600 ARCH STREET  
PHILADELPHIA, PA 19106-1596

Please note that **applications received without responses to the Supplemental Qualifications Statement (Form C) will not be**

**considered.** Failure to submit all of the required forms will result in non-consideration for this position. The application and related documents will become the property of the U.S. Office of Personnel Management.

### **SPECIAL SELECTION PRIORITY CONSIDERATION PROVISIONS FOR SURPLUS OR DISPLACED FEDERAL EMPLOYEES**

Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they receive an eligibility rating of 85 or above.

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605(a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating, and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying for a CTAP or ICTAP eligible.

**HOW TO OBTAIN APPLICATION FORMS.** Application forms may be obtained by calling the USAJOBS BY PHONE automated telephone-based system at (215) 597-7440; TDD Service at (912) 744-2299. Forms may be requested through any Employment Information Touch Screen Computer Kiosk located at OPM offices, career transition centers, and in some Federal office buildings. If you have access to a personal computer and a modem, you may connect to the Federal Job Opportunities Board (FJOB) at (912) 757-3100 or the Internet at <http://www.usajobs.opm.gov>.

#### **Instructions to view on-line and download the Announcement and SQS from the FJOB:**

1. Dial into the FJOB at (912) 757-3100,
2. Select option 1 at the Main Menu for "Federal Jobs",
3. Select option 2 for "Job Search",
4. Select "O" for "Open Competitive",
5. Review the list of search options (i.e. job series, title, etc.) and enter your selection,
6. Enter "V" to view the job listing for this position on screen and note the OPM control number i.e., <PH####>,>
7. Type "vacancy" and press the enter key to view the full text of the announcement and SQS, and
8. Enter "D" to download the announcement and SQS.

#### **To request a Form C only by telephone: (NOTE: Use this option only if you already have a copy of the announcement and SQS for this position and wish to apply by mail.)**

1. Call the local USAJOBS BY PHONE at (215) 597-7440,
2. At the main menu, select "1", then "3" to request forms and "1" to begin recording,
3. At the prompt, ask for a Form C, and
4. At the next prompt, record your name and address.

### **EQUAL EMPLOYMENT OPPORTUNITY**

Applicants are assured of equal consideration without regard to race, sex, age, religion, color, national origin, lawful political affiliation, marital status, membership or nonmembership in any employee organization or nondisqualifying physical or mental disability.



**PH-PA-9-0234**

U.S. Office of Personnel Management  
Philadelphia Service Center  
William J. Green, Jr., Federal Building  
600 Arch Street  
Philadelphia, PA 19106

**SQS**

Supplemental Qualifications Statement

for

**MANAGEMENT ANALYST**  
**GS-0343-9/11/12**

Occupation Code: 0343B  
Occupational Specialty: 001

**INSTRUCTIONS:**

In this booklet you will be asked a number of questions concerning the above occupation. Please answer all questions to the best of your ability. Mark your responses in Section 17 (Occupational Questions) of the Qualifications & Availability Form (Form C). Return the Form C and any additional forms requested to our office at the address listed above.

**WARNING!** Any experience or education you indicate on your Form C will be verified by checking your application. Your application must show the experience that you claim on the Form C in order to receive credit. Please be honest in your responses.

For further information concerning other Federal employment opportunities you may contact any State Employment Service Office.

We appreciate your interest in Federal employment.

**INSTRUCTIONS FOR COMPLETING THE QUALIFICATIONS AND AVAILABILITY  
FORM C**

**Please complete the Form C carefully using a #2 pencil.** Darken the appropriate oval below each box. Return the Form C and any additional material requested to our office at the address listed at the top of page 1.

Please complete the following information on Form C:

Sections 1-2: **Self-explanatory.**

Section 3: **ENTER PH-PA-9-0234.**

Section 4: **ENTER 0343B.**

Section 5: **90234.**

Section 6: **ENTER THE LOWEST GRADE YOU WILL ACCEPT, EITHER 9,11 OR 12. If you enter a higher grade, you will not be considered for the position.**

Section 7: **EMPLOYMENT AVAILABILITY** - Please answer the following questions under item E in this section.

Question 1: Are you currently a Department of Education employee who has been declared surplus **AND** requesting special priority selection consideration under the Dept. Of Education Career Transition Assistance Program (CTAP)?

Question 2: Are you a displaced Federal employee who is requesting special priority selection consideration under the Interagency Career Transition Assistance Program (ICTAP)?

Section 8: **OCCUPATIONAL SPECIALTIES** - In block 1 in this section, enter the code "001" and leave blocks 2 through 10 blank.

Section 9: **GEOGRAPHICAL AVAILABILITY** - Enter 001 in block 1.

Section 10 -16: **Self-explanatory.**

Section 17: **Please answer the questions on the following**

pages. Mark only 1 response for each question.

Sections 18-22: Leave Blank.

Section 23: Consult announcement for veterans preference criteria.

Section 24: Please answer these questions truthfully.

**Important!** If you have answered "yes" to any of the questions in parts 2-4, please provide a brief explanation on a separate paper attached to your Form C. Include the exact date(s) and charge(s) for each incident involved. Your application cannot be processed until you provide this information.

Section 25: Complete only if claiming veteran's preference.

Section 26: Please read the statement, then sign and date this form.

**DO NOT MARK YOUR ANSWERS ON THIS FORM  
MARK YOUR ANSWERS ON FORM C, PART 17 ("OCCUPATIONAL QUESTIONS")**

1. Directions: First review all of the items listed below. After reviewing them, select the **ONE** that **BEST** describes the education and/or experience that you possess that demonstrates your ability to perform GS-09 Management Analyst work. Begin marking your responses to the items in this part in Section 17 on Form C. **DO NOT MARK MORE THAN ONE ITEM.** If you feel that your education or experience exceeds all of the descriptions below, do not select Response E, but choose the description that best describes lower level experience or education that you do have.
  - A. Two full years of progressively higher level graduate education or master's or equivalent in a subject matter area that equipped you to perform management analysis related work. Examples of qualifying disciplines are Public Administration, Business Management, Quantitative Analysis or other fields of study that required the analysis of management processes.

**or**
  - B. One year of specialized experience equivalent to the GS-07 level that demonstrated knowledge of management analysis requirements and techniques related to Student Financial Assistance Programs. Assignments consist of several related tasks which required skill in applying analytical and evaluative techniques to the

identification, consideration and resolution of issues or problems related to Student Financial Assistance Programs. The assignments must have shown completion of the following or the equivalent:

- Analysis of the interrelationships of pertinent issues, facts, or components under study;
- Planning the sequence of actions necessary to accomplish the assignment; and
- Personal responsibility for at least a segment of the overall Student Financial Aid project.

**or**

- C. A combination of graduate level education as described under letter A above in excess of one full year and specialized experience as described under letter B above which, when combined, are equivalent to 100% of the qualification requirements. To compute this, first determine your total qualifying experience as a percentage of the experience required under letter B above; second, determine your graduate education in excess of one full year as a percentage of the education required under A above; and then add the two percentages together. The total must equal at least 100 percent to qualify.

2. Directions: First review all of the items listed below. After reviewing them, select the **ONE** that **BEST** describes the education and/or experience that you possess that demonstrates your ability to perform GS-11/12 Management Analyst work. Begin marking your responses to the items in this part in Section 17 on Form C. **DO NOT MARK MORE THAN ONE ITEM.** If you feel that your education or experience exceeds all of the descriptions below, do not select Response E, but choose the description that best describes lower level experience or education that you do have.

- A. Completion of three full years of progressively higher level graduate education or Pd.D. or equivalent doctoral degree in a subject matter area that equipped you to perform management analysis work. Examples of qualifying disciplines are Public Administration, Business Management, Quantitative Analysts or other study that required the analysis of management processes.
- B. One year of specialized experience equivalent to at least the GS-9 level in the Federal sector that involved analyzing the impact of pertinent laws,

regulations and policies on Student Financial Assistance Programs (SFAP); measuring program efficiency and productivity using qualitative and quantitative techniques; developing new procedures and approaches to resolve problems and recommending solutions

- C. A combination of graduate education as described under letter A above in excess of two full years and specialized experience as described under letter B above which when combined are equivalent to 100% of the qualification requirements. To compute this, first determine your total qualifying experience as a percentage of the experience required under letter B above; second, determine your graduate education in excess of two full years as a percentage of the education required under A above; and then add the two percentages together. The total must equal at least 100 percent to qualify.
- D. One year of specialized experience equivalent to at least the GS-11 level in the Federal sector that involved analyzing the impact of national trends, laws, regulations and policies on multiple Student Financial Assistance Programs (SFAP) or operational areas; measuring program efficiency and productivity using qualitative and quantitative techniques; developing new and innovative procedures and approaches to resolve significant problems and making recommending to management that have long reaching effects on the future direction of the program or area.
- E. My education/experience is not reflected in any of the above statements.

3. **Selective Placement Factor:** From the responses below, select the one that best represents your education and/or experience as they relate to your knowledge of Title IV program regulations, systems and administration with emphasis on the Direct Loan Program. Be sure to provide verification of your claim in your written application materials.

- A. I have experience that required extensive Title IV program and systems knowledge with emphasis on the Direct Loan Program such as the development of regulation, handbooks, manuals or responses to difficult professional inquiries requiring research of program issues.

- B. I have experience with emphasis on the Direct Loan Program developing Title IV policy and procedure responses to the public or other offices.
- C. I have participated in Title IV, Direct Loan, program-specific projects.
- D. My analysis experience and/or education is not related to Title IV, Direct Loan Program.

Directions for questions 4-22: In this part, you will respond to questions about experiences you have had that are related to the requirements of the job for which you are applying. Carefully review the level descriptions listed below. For each question or statement, select the **ONE** level description that best describes your experience and record your selections on Form C, Section 17 beginning with item number 2. Remember that your experience will be verified by your application or resume and in the interview process, so please **DO NOT EXAGGERATE** your experience. Read each item carefully before making a decision.

#### **Level Descriptions**

- A. I have not had education, training, or experience in performing this task.
- B. I have had education or training in performing this task, but have not yet performed it on the job.
- C. I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.
- D. I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.
- E. I am considered an expert in performing this task. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

Choose **one** of the level descriptions above (A, B, C, D, or E) for each of the items listed below.

- 4. Researching student financial aid questions through various published resources including the Student Financial Aid Handbook and regulations.

5. Administering student loans.
6. Processing loans in EDEExpress software or similar vendor or custom software applications.
7. Transmitting and receiving electronic files over the Title IV WAN.
8. Speaking in front of large groups.
9. Writing procedures.
10. Providing software and/or program instruction in a classroom setting.
11. Recommending actions based on analysis of results.
12. Working as a team member on projects that involve or impact several groups within an organization.
13. Coordinating activities between groups to meet organizational goals.
14. Adapting project plans to meet the goals of several groups or individuals.
15. Displaying diplomacy and tact when dealing with others.
16. Interacting with individuals from diverse backgrounds and with varying levels of financial aid knowledge and experience.
17. Reviewing reports to analyze progress and status of program objectives.
18. Using computer applications to create presentations and reports.
19. Developing tools and methods for measuring the effectiveness of management practice, procedures, reports, policies and directives.
20. Working in other Title IV programs.
21. Determining student eligibility and resolving conflicts regarding eligibility for Title IV aid.
22. Adapting to changing organizational goals and

initiatives.

**This concludes questions in Section 17. Warning: Your responses to questions will be reviewed for accuracy and truthfulness.**